



REVAMP App for Veterans

User Manual



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User Manual

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Overview

The Remote Veterans Apnea Management Platform (REVAMP) App pairs with your Positive Airway Pressure (PAP) machine and enables you and your VA sleep care team to track your sleep data. You can use the app to obtain educational information and troubleshooting support about sleep apnea as well as complete questionnaires regarding your sleep health. Additionally, a built-in message system allows you and your VA sleep care team to exchange secure messages.

This app is available for iOS, Android, Windows, MacOS and Linux operating systems, and is supported by these Internet browsers:

1. Internet Explorer and higher
2. Microsoft Edge 21 and higher
3. Safari 7 and higher
4. Chrome 38+ (requires Win7 SP1)
5. Firefox 27+ on Win7
6. Firefox ESR 31.3+ on XP SP2+

This user manual provides an in-depth, step-by-step guide for using the REVAMP App for Veterans.

The Basics

Prerequisites

To use the REVAMP App for Veterans, you must be enrolled in VA health care and receive treatment from a VA sleep care team. Additionally, you must also have access to a Single Sign-On External (SSOe) service: DS Logon, Norton Symantec, PIV, CAC or VA Logon (**NOTE:** the VA Logon option has to be accessed from within the VA network).

Logging into the app

A variety of SSOe services can be used to sign into the REVAMP App > Tap **Log Into REVAMP** > Select your credential service provider: DS Logon, Norton Symantec, VA Logon, PIV or CAC > Authenticate to that service > After logging in with SSOe and accessing the REVAMP Patient Platform, you will be logged into the app > If it is your first time accessing the app you will go to the REVAMP Intake screen (see the REVAMP Intake section for guidance on completing the REVAMP Intake form).

NOTE: If this is your first time using a VA app that requires a DS Logon Level 2 (Premium) Account, you may have to provide your Right of Access as part of the log in process. The app will prompt you if this is necessary. If it is necessary, you will be taken to a Right of Access screen > Read the Request for Access to Your Health Information > If you would like to continue, tap Next > You will go to a Review screen > Read VA Form 10-5345a > If you agree, tap **Verify** to “sign” the form > You will proceed into the app.

Getting to know the screen.

When you log into the REVAMP App for Veterans, you will see a message icon (envelope in upper right corner) and a full app menu or the Menu button (three line icon in the upper left corner). The view of the menu will depend on the type of device you’re using (i.e., if you access the app on a computer you will most likely see the full menu, and if you access the app from a mobile device you will most likely see the Menu button). Regardless of the view, menu options include:

- Home – Opening screen with treatment data.
- My Profile – Personal information you can edit and update.
- My Sleep Health – Questionnaires assigned to you from your VA sleep care team.
- Treatment Results – Data from your PAP machine.
- Sleep Testing – Watch a video to help you set up your home sleep test monitor (only available if you have a home sleep test assigned).
- Education – Informational pages created by the VA sleep care team.
- FAQ – Frequently asked questions about sleep apnea and PAP machines.
- Messages – Secure messages exchanged between you and your VA sleep care team.
- Help – Contact information for app assistance and a link to the user manual.
- About – Details about the app and version number.
- Log Off – Log out of the app.

If you have completed the REVAMP Intake process and have a registered PAP device that is transmitting data, you will also see your treatment results from last evening.

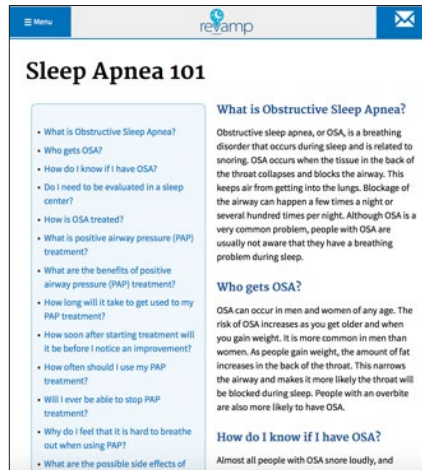
Learning about the app

Either 1) Tap **Help** from the full app menu (left side), or 2) Tap the **Menu** button (three line icon in upper left corner), and a drop-down list of the menu options will appear. Tap **Help** > The Help sub-menu will expand > Tap either:

- **Contact Info** – Information for contacting the VA Mobile Solutions Service Desk and what to do if you feel your information may have been compromised.
- **User Manual** – A built-in user manual for the app.

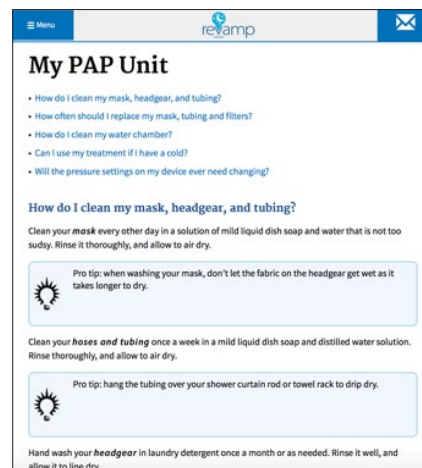
Additional information on sleep apnea

Either 1) Tap **FAQ** from the full app menu (left side), or 2) Tap the **Menu** button (three line icon in upper left corner), and a drop-down list of the menu options will appear. Tap **FAQ** > The FAQ sub-menu will expand > Tap **Sleep Apnea 101** > Basic information and frequently asked questions on sleep apnea will appear > For a specific topic, tap the question in the upper left of the screen.



Additional information on PAP machines

Either 1) Tap **FAQ** from the full app menu (left side), or 2) Tap the **Menu** button (three line icon in upper left corner), and a drop-down list of the menu options will appear. Tap **FAQ** > The FAQ sub-menu will expand > Tap **My PAP Unit** > Frequently asked questions, basic information, tips and external links on PAP machines will appear > For a specific topic, tap the question in the upper left of the screen.



Troubleshooting PAP treatment

Either 1) Tap **FAQ** from the full app menu (left side), or 2) Tap the **Menu** button (three line icon in upper left corner), and a drop-down list of the menu options will appear. Tap **FAQ** > The FAQ sub-menu will expand > Tap **Troubleshooting PAP Treatment** > Information about troubleshooting PAP treatment will appear > For a specific topic, tap the question in the upper left of the screen.

Logging Off

Either 1) Tap **Log Off** from the full app menu (left side), or 2) Tap the **Menu** button (three line icon in upper left corner), and a drop-down list of the menu options will appear. Tap **Log Off** > You will exit the app. **NOTE:** You will be automatically logged off after 15 minutes of inactivity. A warning will appear to alert you when you have five minutes remaining.

REVAMP Intake Process

The first time you log into the REVAMP App for Veterans, you will be led through the REVAMP Intake process. This process is designed to confirm your profile information, familiarize you with sleep apnea and REVAMP and allow you to respond to clinical questionnaires. The REVAMP Intake can be completed during multiple sessions, and if you need to leave the app during the process, you will be brought back to the point where you left off.

My Sleep Health

Please take some time to respond to the following questionnaires as part of the Intake Evaluation process.

Note: After you have submitted a questionnaire, you will no longer be able to change your responses.

- ☒ Initial Information
- ☒ Sleep Apnea Symptoms
- ☒ Epworth Sleepiness Scale - ESS
- ☒ Pittsburgh Sleep Quality Index - PSQI
- ☒ Functional Outcomes of Sleep Questionnaire
- ☒ Insomnia Severity Index - ISI
- ☒ SF-12 Health Survey
- ☒ Center for Epidemiologic Studies Depression Scale (CES-D)
- ☒ Circadian
- ☒ Parasomnia Questions

< Back Next >

My Profile

The first step of the REVAMP Intake process is My Profile and is estimated to take five minutes. Read the introductory information on the first screen, and tap **Next** > On the second screen, review your name and email address. Update your information if it is incorrect or missing details > Tap **Next**, and the information on the screen will be saved > On the third screen, review your address, and update it if the information is incorrect or missing details > Tap **Next** to save > On the fourth screen, review your phone numbers, and update the information if it is incorrect or missing details > Tap **Next** to save > On the fifth screen, review your Social Security Number (SSN) and Date of Birth (DOB), and update the date of birth if it is incorrect or missing details (**NOTE:** The SSN field is read-only and cannot be edited. If your SSN is incorrect, contact a practitioner at your sleep clinic and request a correction.) > Tap **Next** to save > On the sixth screen review your information, and update the information if it is incorrect or missing any details > Tap **Next** to save and complete the My Profile portion of the REVAMP Intake and proceed to the second step.

If you want to return to a previous screen at any point, tap **Back**. At any point during the Intake process, you may click the **Back** button or the blue arrow with a green checkmark in the top left corner of the screen to return to the My Profile section.

About REVAMP

The second step of the REVAMP Intake is About REVAMP and is estimated to take five minutes > Tap the **play button** to play the About REVAMP video, which will provide a brief explanation of sleep apnea treatment and REVAMP (**NOTE:** If the video does not load, tap Next to move to the next step) > Tap **Next** to continue and proceed to the third and final step of the Intake process.

My Sleep Health

The third and last step of the REVAMP Intake process is called My Sleep Health and is estimated to take 25 minutes > On the first screen of this step, you will see a list of questionnaires to complete to help your VA sleep care team diagnose your sleep problem > Read the instructions, and tap **Next** > The first questionnaire, Initial Information, will be shown. Respond to all questions in the questionnaire using the available radio buttons, checkboxes, text box fields and drop-down selectors. The questions and responses shown on this questionnaire and others in the REVAMP Intake will vary depending on your chosen responses on those questionnaires > After answering all questions in the questionnaire, tap **Submit** to save your responses (**NOTE:** After you tap **Submit**, you will not be able to navigate back to change the chosen responses) > You will be taken back to the list of questionnaires with the Initial Information questionnaire checked off > Tap **Next** to begin completing the next questionnaire > Once all questionnaires have been completed, submitted and checked off on the list, tap **Next** at the bottom of the screen > A Congratulations screen will be shown thanking you for completing the REVAMP Intake process > You will now have access to the full functionality of the REVAMP App for Veterans.

Profile Information

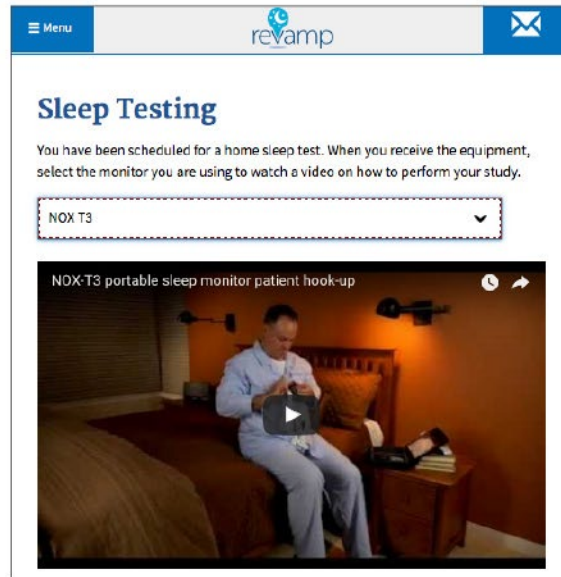
The My Profile section of the REVAMP App for Veterans allows you to update your personal information after completing the REVAMP Intake.

Update Profile Information

Either 1) Tap **My Profile** from the full app menu (left side), or 2) Tap the **Menu** button (three line icon in upper left corner), and a drop-down list of the menu options will appear. Tap **My Profile** > The My Profile screen will appear > Review your profile information > If any information is missing or incorrect, update the information. Required fields that cannot be left blank are marked with red asterisks > To save, tap **Update My Profile** at the bottom of the screen.

Sleep Testing Instructions

When a home sleep test is scheduled, the app will provide a video for you to watch to learn how to set up the home sleep test machine.

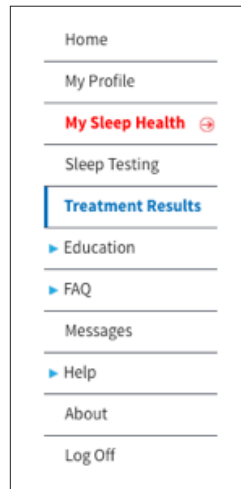


Video Instructions

The app will indicate when a home sleep test is scheduled. If you are viewing the app on a computer and the Menu is already visible (no three line icon is present), the Sleep Testing menu item will be shown and written in red text. If you are viewing the app on a mobile device a red circle with a white numeral inside next to the Menu button (three line icon in upper left corner) will be visible along with the Sleep Testing menu item shown in red text. To access sleep testing instructions either 1) Tap **Sleep Testing** from the full app menu (left side), or 2) Tap the **Menu** button (three line icon in upper left corner), and a drop-down list of the menu options will appear. Tap **Sleep Testing** > You will go to the Sleep Testing screen > Read the instructions, and tap **Select Your Device** > A drop-down menu of home sleep test machine(s) used at your sleep clinic will be shown > Tap your home sleep test machine from the list > The video for the selected home sleep test machine will be shown > Tap the play arrow to begin the video, and follow the instructions in the video to perform your sleep test. After you perform the test and your VA sleep care team receives your results, the Sleep Testing menu item will no longer be available.

Completing Assigned Questionnaires

Complete questionnaires scheduled by your VA sleep care team from the My Sleep Health screen.

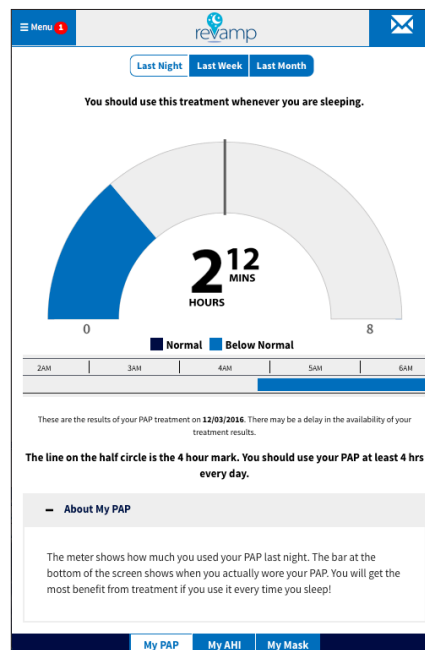


Complete your questionnaires

The app will indicate when a questionnaire is available. If you are viewing the app on a computer and the Menu is already visible (no three line icon is present), the My Sleep Health menu item will be shown and written in red text. If you are viewing the app on a mobile device a red circle with a white numeral inside next to the Menu button (three line icon in upper left corner) will be visible along with the My Sleep Health menu item shown in red text. To access and complete your questionnaires either 1) Tap **My Sleep Health** from the full app menu (left side), or 2) Tap the **Menu** button (three line icon in upper left corner), and a drop-down list of the menu options will appear. Tap **My Sleep Health** > You will go to the My Sleep Health screen > The My Sleep Health screen has instructions for completing the questionnaires and a list of all your assigned questionnaires (excluding those from the REVAMP Intake). Completed questionnaires show the date of completion and cannot be accessed. Incomplete questionnaires are shown in blue > Tap the title of the assigned questionnaire you want to complete > You will be taken to the questionnaire > Respond to all the questions using the available radio buttons, checkboxes, text box fields and drop-down selectors > The questions and responses shown on some questionnaires will vary depending on your chosen responses > To save your responses, tap **Submit** (**NOTE:** After you tap Submit you will not be able to navigate back to change your chosen responses) > You will be taken back to the My Sleep Health screen, and the completed questionnaire will be checked off with the date you completed it and will not be accessible > Repeat the steps above until all incomplete questionnaires are completed > When all questionnaires are complete, the My Sleep Health menu item will no longer appear in red with a red arrow and the My Sleep Health screen will display a message saying you do not have any assigned questionnaires.

Treatment Results

The REVAMP App pairs with your Philips or ResMed PAP device and allows you to review data from your PAP device. You can access three types of data: My PAP, My AHI, and My Mask in three time formats (i.e., last night, last week and last month).



Viewing PAP results from last night, last week or last month

Either 1) Tap **Treatment Results** from the full app menu (left side), or 2) Tap the **Menu** button (three line icon in upper left corner), and a drop-down list of the menu options will appear. Tap **Treatment Results** > You will go to the My PAP Last Night Screen in The Treatment Results section of the app > Tap **Last Week** to view the results from the last seven nights data is available or **Last Month** to view the results from the last 31 nights data is available. PAP data from last night will be shown as a dial-shaped graph showing the total number of hours you used your PAP device as well as a 24-hour graph showing the actual times you used the device there (the PAP data from Last Week and Last Month will be shown as bar graphs) > The filled portion(s) on each graph will be colored dark blue if the total is at or above the four hour minimum and light blue if the total number of hours is below the four hour minimum > Tap on the plus icon or **About My PAP** to expand or collapse an informational section explaining what is shown in this view.

Viewing Apnea-Hypopnea Index (AHI) results from last night

Either 1) Tap **Treatment Results** from the full app menu (left side), or 2) Tap the **Menu** button (three line icon in upper left corner), and a drop-down list of the menu options will appear. Tap **Treatment Results** > Tap **My AHI**, and you will go to the My AHI Last Night screen in the Treatment Results section of the app > On the My AHI Last Night view, a dark blue smiley face is shown if your AHI was below 10 events per hour (normal) on the most recent night for which data is available, and a light blue not-so-happy face is shown if your AHI was at or above 10 events per hour (above normal) > Text below the face gives an explanation of the reading and indicates the date of the result shown.

Viewing Apnea-Hypopnea Index (AHI) results from the last week or last month

Either 1) Tap **Treatment Results** from the full app menu (left side), or 2) Tap the **Menu** button (three line icon in upper left corner), and a drop-down list of the menu options will appear. Tap **Treatment Results** > Tap **My AHI**, and you will go to the My AHI Last Night screen in the Treatment Results section of the app > Above the smiley face tap **Last Week** to view the results from the last seven nights of available data or **Last Month** to view results from the last 31 nights of available data > Bars are colored dark blue if their values are below 10 events per hour (normal) and light blue if their values are at or above 10 events per hour (above normal) > Tap on the plus icon or **About My AHI** to expand or collapse an informational section explaining what is shown in this view.

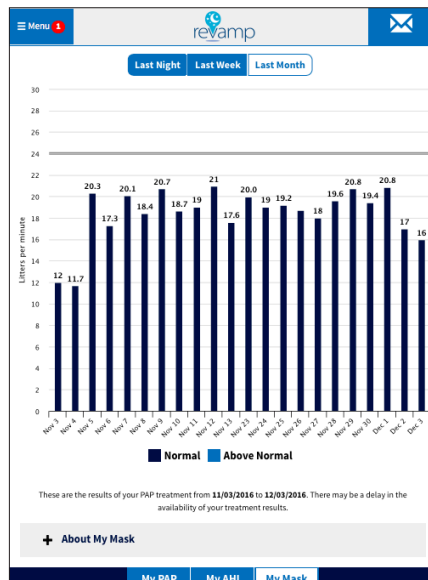


Viewing My Mask results from last night

Either 1) Tap **Treatment Results** from the full app menu (left side), or 2) Tap the **Menu** button (three line icon in upper left corner), and a drop-down list of the menu options will appear. Tap **Treatment Results** > Tap **My Mask**, and you will go to the My Mask Last Night screen in the Treatment Results section of the app > In the My Mask Last Night view, a dark blue smiley face is shown if your mask leak was at or below the normal 24 liters per minute (L/min) on the most recent night for which data is available, and a light blue not-so-happy face is shown if your mask leak was above 24 L/min > Text below the face gives an explanation of the reading and indicates the date of the result shown.

Viewing My Mask results from the last week or last month

Either 1) Tap **Treatment Results** from the full app menu (left side), or 2) Tap the **Menu** button (three line icon in upper left corner), and a drop-down list of the menu options will appear. Tap **Treatment Results** > Tap **My Mask**, and you will go to the My Mask Last Night screen in the Treatment Results section of the app > Above the smiley face tap **Last Week** to view the results from the last seven nights or **Last Month** to view results from the last 31 nights of available data > Results from the last seven nights or 31 nights of available data will be shown > You will see bar graphs of your mask's leak value. Bars are colored dark blue if their values are at or below 24 L/min (normal) and light blue if their values are above 24 L/min (above normal) > Tap on the plus icon or **About My Mask** to expand or collapse an informational section explaining what is shown in this view.



NOTE: If you see a message stating that REVAMP is waiting to receive the results of your treatment, you may need to contact your sleep center to correct the PAP device information registered in REVAMP. After the device is registered, there may be a delay (up to 24 hours) before results are received.

Education

At any point after completing the REVAMP Intake process, you may access educational information about sleep apnea and treatment.

Learning about sleep apnea and PAP machines

Either 1) Tap Education from the full app menu (left side), or 2) Tap the **Menu** button (three line icon in upper left corner), and a drop-down list of the menu options will appear. Tap **Education** > The Education sub-menu will expand to a list of all titles published on the Education topics in the REVAMP system > Tap the title of the Education topic you want to view > Review text and images, and tap the play button to watch videos.



Messages

Use the REVAMP App to exchange secure messages with your VA sleep care team inside the app.

My Inbox [View Sent Messages](#) [View Deleted Messages](#)

[Compose New Message](#)

MobileAppsProvider, One 01/08/2017 10:33 AM
Testing Send

New Message

To: MobileAppsProvider, One

Subject: Results

Hi,
I would like to discuss my sleep study results.

[Send](#) [Cancel](#)

Accessing your inbox

When you have a message to read, a red circle with a white numeral will appear next to the message icon (envelope in upper right corner). The numeral inside the red circle is the number of unread messages you have. To access the messages in your inbox either:

- Tap the message icon (envelope in upper right corner)
- Tap Messages from the full app menu (left side).
- Tap the **Menu** button (three line icon in upper left corner), and a drop-down list of the menu options will appear > Tap **Messages**.

Reading your messages

Access the My Inbox screen (see the Accessing your inbox section of this user manual for instructions to access the My Inbox screen) to see a list of your received messages with their titles, senders and the dates and times they were received > Unread messages will be in blue > Tap any message in the list to read the content of the message > After reading a message, you may tap **Delete** to delete the message or **Reply** to respond to it. Tap **Back to Inbox** to return to your inbox without replying or deleting messages > To view sent messages, tap **View Sent Messages**. To view deleted messages, tap **View Deleted Messages**.

Sending a message

Access the My Inbox screen (see the Accessing your inbox section of this user manual for instructions to access the My Inbox screen), and tap **Compose New Message** > A New Message screen will be shown > Tap **To** > A list of clinic providers will appear > Tap the names of the clinic providers you wish to send the message > Checkmarks will appear next to the name(s) > Tap **Select**, and the clinic provider(s) you selected will be on the To line > Tap the **X** next to a name if you wish to remove a person > Type in the subject and body of the message > Tap **Send** to send the message, or tap **Cancel** to discard it.

Replying to a message

Access the My Inbox screen (see the Accessing your inbox section of this user manual for instructions to access the My Inbox screen), and tap the message you would like to reply to > Tap **Reply** > A text box will appear > Type your reply > Tap **Send** to send the message, or tap **Cancel** to discard it.

Deleting a message

Access the My Inbox screen (see the Accessing your inbox section of this user manual for instructions to access the My Inbox screen), and tap the message you would like to delete > Tap **Delete** to delete the message.

Help and Additional Information

Additional training materials for the REVAMP App for Veterans

A built-in user guide is available in the app by either 1) Tap **Help** from the full app menu (left side), or 2) Tap the **Menu** button (three line icon in upper left corner), and a drop-down list of the menu options will appear. Tap **Help** > The Help sub-menu will expand > Tap **User Manual**. More resources, such as a Quick Start Guide, Slideshow and FAQs, can be found on mobile.va.gov/appstore, and search for the app to access the resources.

Help Desk Information If you need assistance with the REVAMP App, dial 1-877-470-5947 to speak with a Help Desk Representative. The Help Desk is open Monday - Friday from 7 a.m. to 7 p.m. CST. For TTY assistance, dial 711. For clinical questions regarding your personal medical information, please contact your VA care team.

Emergencies If you feel that your information may have been compromised, contact your local VA facility to obtain the contact information for your Privacy Officer. To locate your local VA facility, visit VA's Facility Locator: <http://www.va.gov/directory/guide/home.asp?isflash=1>. Note that you should never use this app in an emergency situation. If you encounter an emergency, call your local medical center or dial 911.

DS Logon Help: If you have questions about your DS Logon account, visit mobile.va.gov/dslogon or dial 1-800-983-0937 for assistance.

Appendices

Appendix #1: Project References

This app was developed according to an approved concept paper. The app was tested in a demo environment to ensure optimal functionality. Subject Matter Experts involved in creating the app are Dr. Samuel Kuna, Dr. Kathleen Sarmiento and Dr. Carl Stepnowsky.

Appendix #2: Glossary

AHI – Apnea Hypopnea Index, the combined average number of apneas and hypopneas that occur per hour of sleep.

App – An application, or software program, that can be accessed through a website or mobile device and is designed to fulfill a particular purpose.

CAC – Common Access Card, a standard identification card for active duty uniformed service personnel, Selected Reserve, DoD civilian employees and eligible contractor personnel.

CSP - Credential Service Provider.

DS Logon Level - A secure logon ID, created by the Department of Defense (DoD), that verifies the identities of individuals affiliated with DoD or the Department of Veterans Affairs (VA) and allows them to access secure websites and digital resources across DoD and VA using a single username and password

- DS Logon Level 1 (Basic) Account: Provides limited access to website features
- DS Logon Level 2 (Premium) Account: Offers the highest level of access to website features, including access to your VA Electronic Health Record.

L/min – Liters per Minute.

OSA – Obstructive Sleep Apnea. The fourth most common chronic condition in the Veteran population.

PAP – Positive Airway Pressure.

PIV – Personal Identity Verification.

SSOe – Single Sign-on External. A service provided by VA Identity and Access Management.

VA – Department of Veterans Affairs.

VA Mobile Health – an initiative that aims to improve the health of Veterans by providing technologies that will expand care beyond the traditional office visit and includes the creation of secure mobile Apps that will leverage the popularity of wireless technologies to support Veterans, Caregivers and VA clinical teams. [More at: mobile.va.gov]